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2018

McKee Library Annual Report 2018-2019

McKee Library

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McKee Library, "McKee Library Annual Report 2018-2019" (2018). *Annual Reports*. 10.
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2018/2019

MCKEE LIBRARY

ANNUAL REPORT

Southern Adventist University
Collegedale, Tennessee



OUR 2018/2019 YEAR AT A GLANCE

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DECIPHERING OUR MISSION

The mission of McKee Library is to equip learners through instruction, resources, and spaces for lifelong academic and professional growth. The library team spent several hours discussing this mission to ensure that it succinctly encompasses our role as the central research hub of SAU's campus. With that in mind, we chose to highlight the three major facets of our role:

Instruction

Having a sound understanding and grasp of information literacy is a key that empowers any researcher with accurate information discovery. Through classroom instruction sessions, the embedded librarian service, and available one-on-one research coaching, not to mention the services offered by the Writing Center and the Tutoring Center, we enable students and professors to turn the inquiry approach into a meaningful information-seeking process.

Resources

We take great pride in developing a balanced resource collection that is conducive to inquiry and learning. Patrons have access to resources that support the curriculum and moral standard of the university and that work toward the promotion of higher-level thinking.

Spaces

An environment conducive to learning has as much to do with student success as the available resources and tools. We have created distinct environments for different types of learning and activities, something that does not go unnoticed by our patrons.

These three facets work together to promote a process that begins with a question, moves on to the search of information, evolves into critical thinking and analysis, and ends with thought-out answers. In this annual report, you will see data evidence of how our mission has successfully encouraged student and faculty collaboration with McKee Library.

Sincerely,

Deyse Bravo-Rivera
Library Director



MISSION

The mission of Southern Adventist University's McKee Library is to equip learners through instruction, resources, and spaces for lifelong academic and professional growth.



EXPERIENCE

McKee Library is located on the campus of Southern Adventist University in Collegedale, Tennessee. Since our doors opened in 1970, we have served the students, staff, and faculty as a place to study and inquire. To that end, we offer a wide range of resources, including print and electronic books and journals, online databases, and physical and streaming media.

OUR TEAM

McKee Library's team consists of nine highly-trained individuals who are passionate about serving the Southern Adventist University community. At the end of the 2019 academic year, Pamela Foard left McKee Library to pursue new opportunities after serving as Evening Reference Librarian/Periodicals Librarian for four years. Seth Shaffer, who previously served as Periodicals and Office Manager, transitioned to Periodicals & Reference Librarian, beginning in June 2019.



DEYSE BRAVO-RIVERA

Library Director



GENEVIEVE COTTRELL

Cataloger, part-time



STANLEY COTTRELL

Technical Services Librarian



SONJA FORDHAM

Director, Writing Center & Tutoring Center



CAROL HARRISON

Circulation Manager



DONALD MARTIN

Digital Resources Librarian



KATIE MCGRATH

Public Services Librarian



SETH SHAFFER

Periodicals & Reference Librarian



JESSICA SPEARS

Research Services Librarian

PUBLIC SERVICES PROVIDES COLLABORATIVE LEARNING

The public services team at McKee Library strives to meet the demands of students, faculty, and community library users at the point-of-need. In order to accommodate the needs of our users, the librarians utilize a variety of methods for instruction, collaboration, and coaching.

Library users are able to ask questions using the library's "Ask a Librarian" system, which integrates our Frequently Asked Questions, as well as via text message, chat, phone, Twitter, and Facebook. A direct link to the library's chat tool can be found on all library webpages. The Writing Center and Tutoring Center are also available on chat, during select hours, to answer questions.

The library provides information literacy instruction for on-campus, hybrid, and online courses. To meet the growing demand of our distance learning community, librarians work closely with Online Learning to provide library support for distance learners. Support includes access to electronic resources and ebook collections and virtual research coaching.

The librarians also encourage faculty members to work collaboratively with them when designing research assignments and integrating research skills into the course classroom. Effective research assignments help students develop appropriate information literacy skills, think critically, and responsibly use web resources.

1 INFORMATION LITERACY

The public services librarians and Writing Center Director taught a total of 125 courses during the fiscal year.

2 RESEARCH COACHING

McKee Library provides free research coaching for all Southern Adventist University students and faculty upon request. The four research coaches conducted a total of 970 research coaching appointments (.32:1) during the academic year.

3 EMBEDDED LIBRARIAN

A total of 105 courses utilized the embedded librarian service during the year.

4 INTERACTION

The library staff and student workers logged a total of 3,693 service encounters (1.3:1) during the last fiscal year. Included in this total were 146 chat communications.



THE VALUE OF OUR STUDENT WORKERS

As one of the largest employers on campus, McKee Library values our student workers. We provide ongoing training throughout the year to ensure each student is able to answer questions that arise at the desks and online and are confident in their ability to serve the campus community. During the 2018-2019 fiscal year, a total of 228 training sessions (group and individual sessions) were conducted for our student workers.



WRITING CENTER & TUTORING CENTER LEARNING TOGETHER

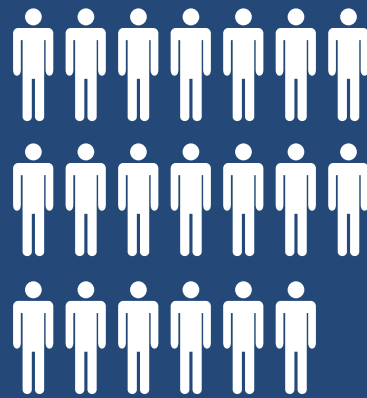
The Writing Center, located on the main floor of the library, provides writing support to any member of the Southern community. Writing tutors work with writers of all levels and disciplines on a variety of assignments and projects, such as compositions, lab reports, research papers, resumes, proposals, presentations, and creative writing. The Writing Center held a total of 3,226 appointments, including 309 online appointments. Director Sonja Fordham, who meets students to provide feedback on CVs and resumes, graduate school applications, and graduate papers, conducted 142 appointments and 44 workshops/presentations.

The Tutoring Center, located on the 3rd floor of the library, offers individual and group tutoring to any Southern student. The Center provides tutoring for more than 50 upper and lower division courses, as well as tutoring to help students with academic success skills and ACT preparation. The Tutoring Center also offers the Embedded Tutor Program to professors who teach historically difficult courses, such as Anatomy & Physiology, General Biology, and General Chemistry. The Embedded Tutor Program provides a tutor to work closely with the professor for the duration of the course. Last year, the Tutoring Center conducted a total of 5,561 appointments.

In order to ensure the quality of the Writing Center and Tutoring Center, after each appointment, students are emailed a survey that requests anonymous feedback on their tutoring experience. A total of 1,003 surveys were completed June 2018 through May 2019.

96 %

96.4 % of the students STRONGLY AGREED or AGREED with the following statement: I am more confident in my ability to successfully complete this assignment.



98 %

98% rated their session as either EXCELLENT or GOOD.



BY THE NUMBERS

Usage of McKee Library's physical and electronic resources shows stable growth across many areas. Electronic resource use continues to grow, while the use of physical materials remains steady.



LIBRARY VISITORS

During the fiscal year, patrons visited the library a total of 360,665 times.



INTERLIBRARY LOAN

A total of 2,484 interlibrary loan transactions were completed during the fiscal year. The average turnaround time for borrowing was 2.82 days.



WEBSITE USAGE

A total of 255,868 views were made on the library's website.



RESEARCH GUIDES

64,034 views were made on McKee Library research guides. The most popular guide was Google & Google Scholar.



BOOK ORDERS

Turnaround time for rush order book requests was 6 days.



PERIODICALS

Individual subscription periodicals usage, including both print materials and microform, totaled 1,070 (.36:1) for the fiscal year.

58 %

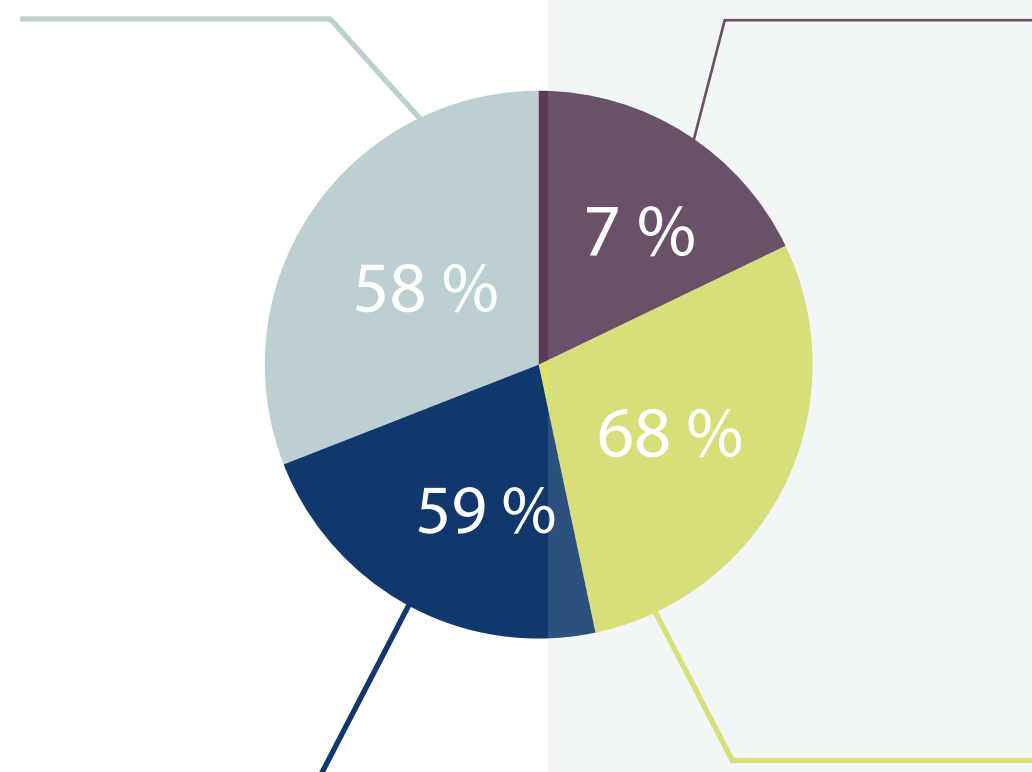
FAQ VIEWS

10,476 public views were conducted of the library's Frequently Asked Questions (FAQs). This is up 58% over last fiscal year.

7 %

CIRCULATION

A total of 23,497 items (7.99:1) were utilized in the library during the fiscal year. This number reflects a 7% increase over the previous year. Included in this number is items checked out from McKee Library and items used in house, such as reference materials.



59 %

DATABASE SEARCHES

Database searches were up 59% this fiscal year for a total of 892,666 searches (303.4:1). This number reflects the increased use of electronic resources over print materials for scholarly research.

68 %

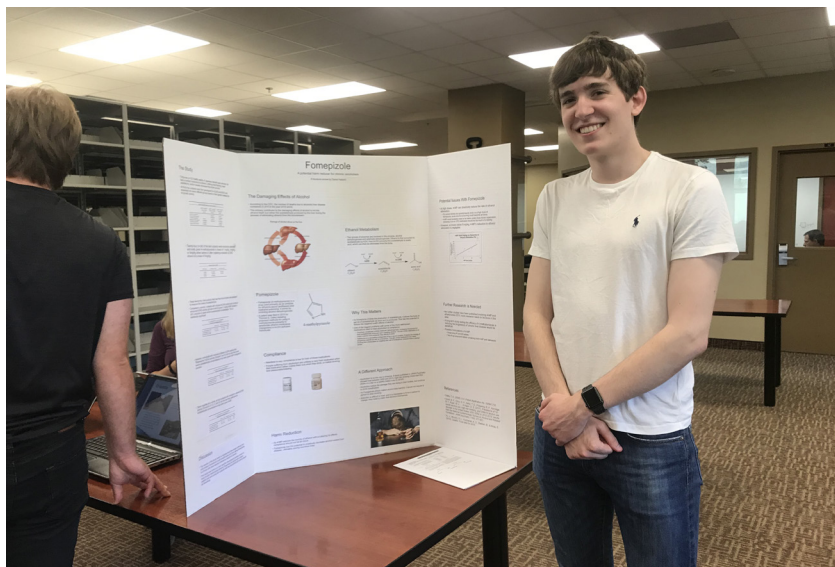
STUDY ROOM UTILIZATION

McKee Library's 9 study rooms are available throughout the day. In addition, the presentation lab, located in the library's basement, can be reserved in the evening for presentation practice and preparation. Utilization of these spaces was up slightly this year for an average utilization of 68%.

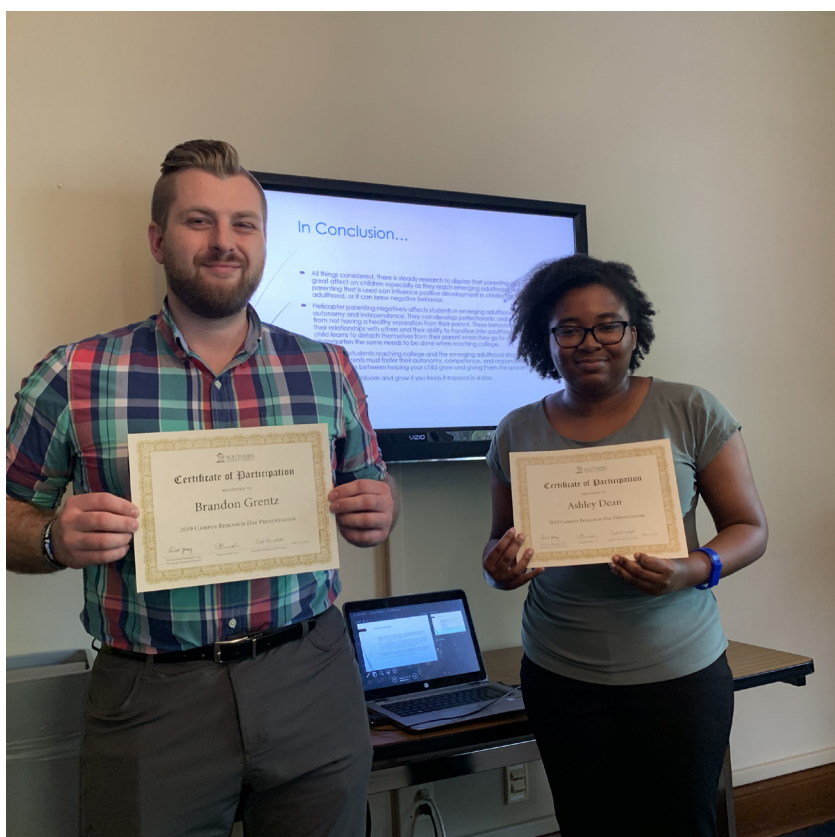
CAMPUS RESEARCH DAY

A modification to Campus Research Day resulted in one event per academic year and an opportunity for students to earn scholarships.

Southern Adventist University has been hosting Campus Research Day, a formal symposium celebrating the research activities happening on campus, for over a decade now. The event began when the School of Nursing, which was later joined by the School of Social Work, set aside a day to showcase student research within its department. After the event grew to encompass nearly every academic department on campus, McKee Library took on the massive task of organizing and coordinating the event. Katie McGrath serves as Campus Research Day Chair.

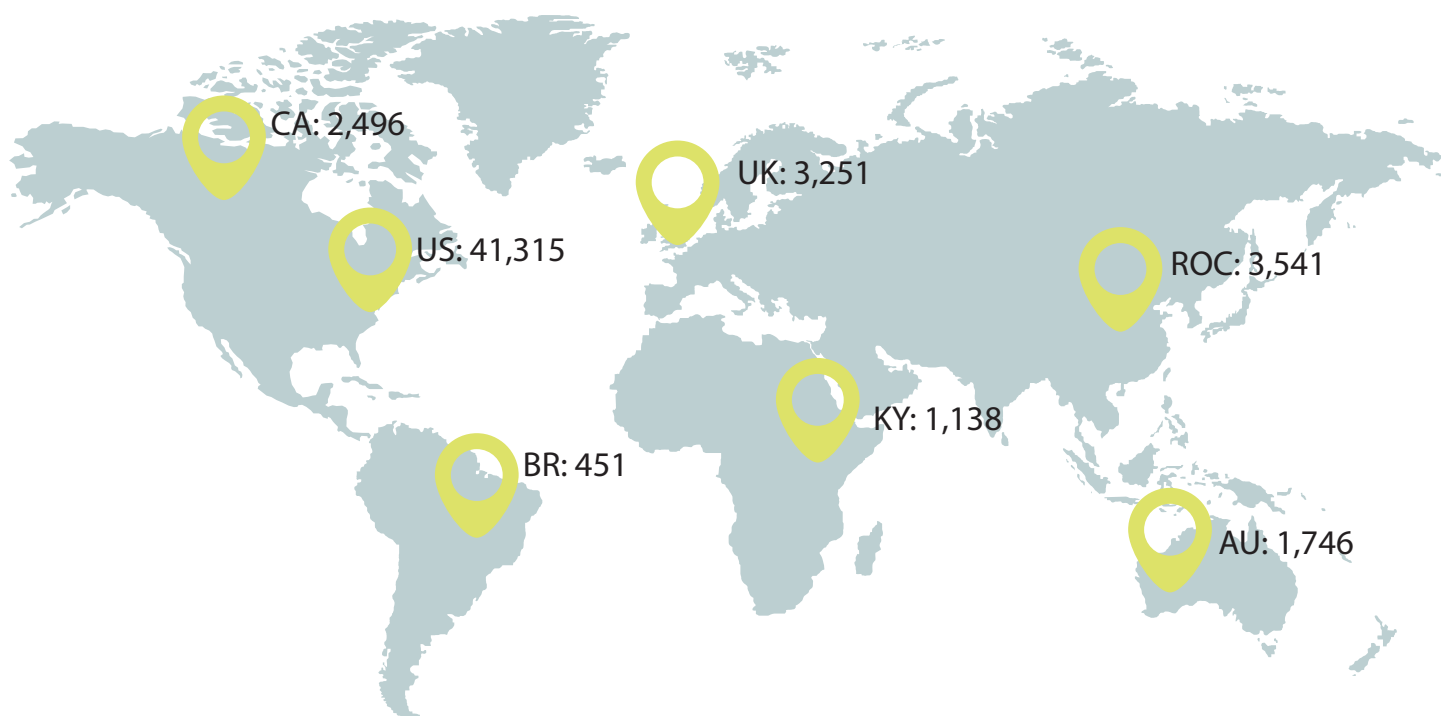


The most recent Campus Research Day occurred on April 11, 2019. New this year, the event featured a scholarship competition in which students participated in a series of judging rounds to determine a winner. Daniel Hebard (left) won the scholarship for the best poster presentation, and Amy Meadows, Matthew Bronson, and Marissa Chang represented their departments in the semi-final oral presentation round. The day ended with Marissa Chang winning the overall prize.



In addition to the scholarship competition, the event included a keynote address by Marcus Ross, director of creation studies at Liberty University in Lynchburg, Virginia. His talk, *12 Years in Athens*, took listeners through his amazing journey as a young earth creationist doing graduate palaeontology work in a secular university. Campus Research Day also featured a full day of break out sessions during which both oral and poster presentations were given showcasing the research work of Southern's learning community.

The break out sessions occurred throughout campus and culminated in a total of 231 participants. Presenters included 180 undergraduate students, 43 graduate students, and 8 faculty/staff members. In addition, 41 faculty members mentored these students over the course of their projects, and 112 faculty, staff, and administrators volunteered their time on the day of the event to moderate sessions and evaluate student presenters. As soon as the final session concluded, the Campus Research Day planning team began to gear up for the next research day, scheduled for April 16, 2020.



KnowledgeExchange@Southern Users Around the World

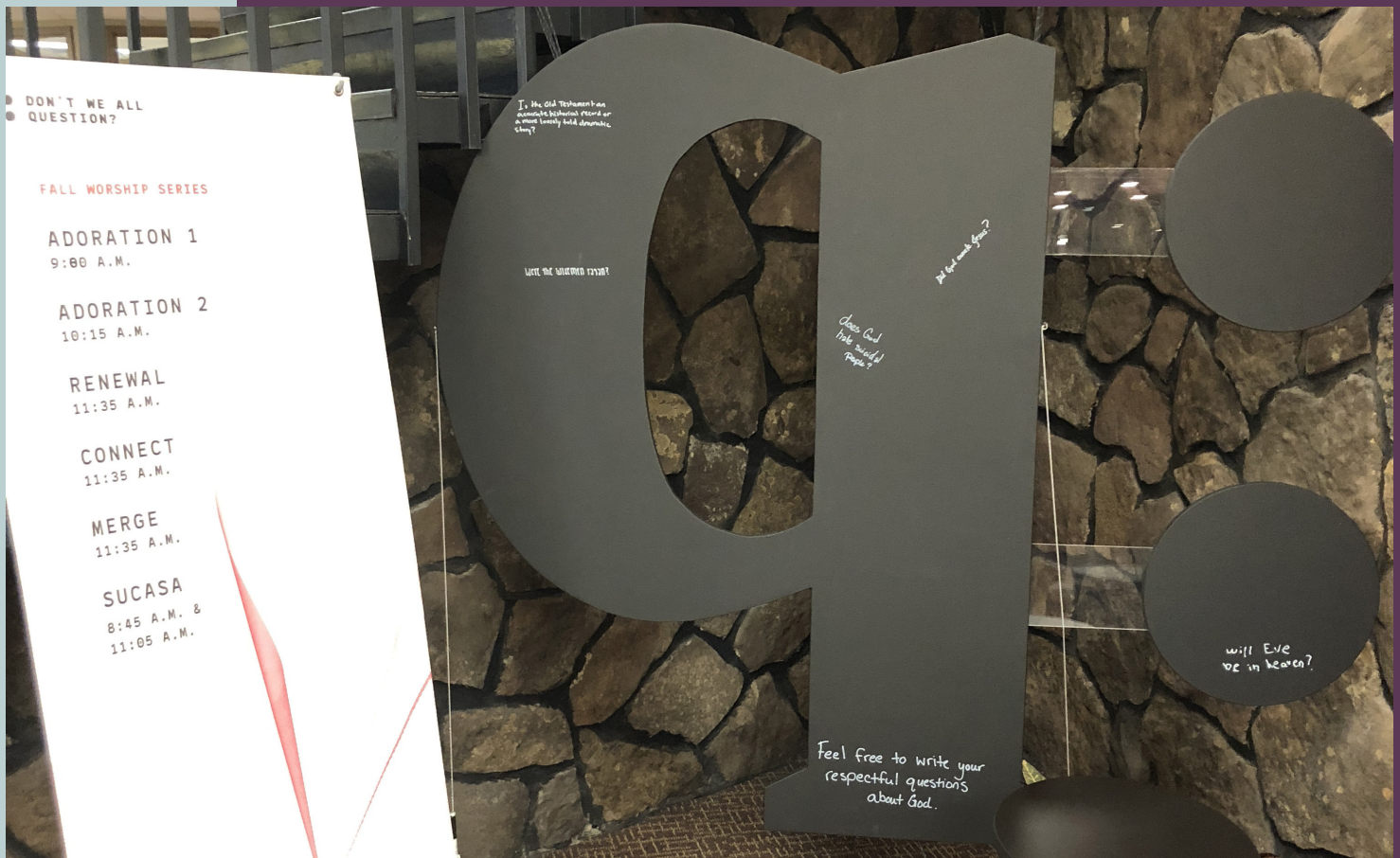
Institutional Repositories (IRs) bring together all of a University's research under one umbrella, with an aim to preserve and provide access to that research. IRs are an excellent vehicle for working papers or copies of published articles and conference papers. Presentations, senior theses, and other works not published elsewhere can also be published in the IR. Items in KnowledgeExchange@Southern, Southern Adventist University's institutional repository and a service of McKee Library, reflect the research, scholarly output, and special collections of the Southern Adventist University community.

MATERIALS

A total of 91,775 downloads from the 1,950 posted works were made in the last year. Of those posted works, 348 were posted during the past fiscal year. New this year, the repository can now natively stream and host video content.

GLOBAL ACCESS

Over 5,800 institutions from 203 countries accessed materials from KnowledgeExchange@Southern from over 2,900 different referring web sources. The map above reflects the distribution of downloads by county,



FLIPSTER DIGITAL MAGAZINES

Last year, McKee Library began its initial subscription to Flipster, a digital magazine service, to better support students and faculty both inside and outside the classroom. Utilizing the Flipster service, McKee Library is able to provide unlimited, on-the-go access to outstanding academic content, as well as many popular titles. In the classroom, professors can use Flipster titles to collaborate with students. Some titles that may come in handy for classes are *Bloomberg Businessweek*, *Forbes*, *Newsweek*, and *Time*. In addition, the library will look into acquiring more academic titles as they become available.

Flipster is convenient and easy to use. Both the desktop and mobile web browser versions of Flipster support keyword searching within a magazine. Users can also search across all issues (including back issues) by accessing the content gallery feature. The Contents Gallery allows users to view the table of contents for all available issues of a magazine when using Flipster on a desktop or laptop computer. Users can also print from a magazine when reading from a computer.

Southern users can easily access Flipster on any computer or with an app downloaded on a tablet or smartphone. The Flipster app offers offline viewing of downloaded content on a mobile devices.

UNIQUE, INTERACTIVE, & COLLABORATIVE DISPLAYS, EXHIBITS, & EVENTS

Throughout the academic year, McKee Library hosts several events and exhibits, often with collaboration from other departments.

McKee Library partnered with the Collegedale Church of Seventh-day Adventists during the Fall 2018 semester to feature their "Q" series, which invited students to ask a question that would be answered by the pastoral staff of the church.

On February 7, 2019, author Anna-Lisa Cox conducted a book reading and lecture on the library's main floor.

Her talk was entitled, "After the Revolution: The Founding Citizens Who Worked for Liberty and Equality in Early Tennessee." This event was sponsored by the History and Political Studies Department.

Throughout the year, a variety of artist exhibits were featured on the library's main floor and second floor. Pictures of the art featured in these exhibits are now available on KnowledgeExchange@Southern.



Upgrades & IMPROVEMENTS

The second floor of the library was closed throughout the month of May for asbestos abatement. Following the closure, the second floor received upgraded electrical wiring for new LED lights and a new ceiling. This closure brought the need for an electronic method for our users to request needed materials. Hold requests for books and media items can now be made through the library's catalog. Item requests are placed on the library's hold shelf once available, and users receive an email when the item is ready to be checked out at the circulation desk.

2018/2019
McKee Library

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southern.edu/library
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